

REMOTE MANAGEMENT UTILITY

ABSTRACT OF THE DISCLOSURE

A method for using a utility at an end user device is provided. The method includes assigning an elevated access right to a remote user identifier and a limited access right to an end user identifier, where the limited access right prevents access to
5 the utility at the end user device. The utility is accessed at the end user device using the remote user identifier, where the utility allows the remote user identifier to select an administrative tool at the end user device. The administrative tool is launched according to the elevated access right while the limited access right of the end user identifier is maintained. At least one administrative task is performed at the end user
10 device using the administrative tool.